IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the present Application are shown below whether or not an amendment has been made.

Please amend the claims as follows.

1.   **(Currently amended)** A method for skills-based routing of a communication session received at a switch, comprising:

receiving a request to establish a communication session between a client and one of a plurality of service agent stations;

generating a profile of the communication session in response to the request, wherein the profile of the communication session comprises at least two attributes;

comparing the profile of the communication session to a skills table, wherein the skills table includes a plurality of service agent records, each service agent record associating a service agent station with one or more skill entries;

identifying, based on the comparison of the profile and the skills table, a subset of the **service agent records** ~~skill entries~~ included in the skills table**, wherein the subset contains a plurality of service agent records**;

generating **an ordered list** ~~a list~~ of service agent records by applying one or more arithmetic algorithms to **skill entries associated with** the subset of **service agent records** ~~skill entries~~; and

selecting **a service agent station associated with a first service agent record in the ordered list** ~~one of the service agent stations from the list of service agent records~~.

2.   **(Previously presented)** The method of Claim 1, wherein generating a profile of a communication session comprises:

establishing communication between the client and a voice response unit;

receiving responses from the client;

communicating the responses to a remotely located server; and

generating the profile of the communication session utilizing the responses.

3.   **(Previously presented)**   The method of Claim 1, wherein comparing the profile of the communication session to a skills table comprises:

applying one or more arithmetic algorithms to a plurality of attributes included in the profile to generate a plurality of modified attributes; and

comparing the modified attributes to the skills table.

4.   **(Currently amended)**   The method of Claim 3, wherein selecting the service agent station comprises:

~~selecting the optimal service agent record from the list;~~

assessing whether the service agent station associated with the **first** ~~selected~~ service agent record is available; ~~and~~

selecting the service agent station associated with the first service agent record if the service agent station associated with the first service agent record is available; and

selecting **a service agent** ~~the next optimal service agent record~~ **associated with a second service agent record in** ~~from~~ the **ordered** list if the **service agent station associated with the first service agent record** ~~prior service agent station~~ is unavailable.

5.   **(Original)**   The method of Claim 1, wherein the method further comprises establishing a communication session between the client and the selected service agent station.

6.   **(Previously presented)** A method for dynamically updating a skills table, the method comprising the following steps performed at a server remotely located from a switch:

receiving service agent information from a client, the service agent information pertaining to a service agent station associated with the client;

storing the service agent information on the server;

updating a skills table utilizing the service agent information, wherein the skills table associates each service agent station to a plurality of skill entries in a service agent record; and

communicating the skills table to a switch remotely located from a server.

7.   **(Previously presented)** The method of Claim 6, wherein receiving the service agent information comprises:

establishing communication between the client and a voice response unit;

requesting, through operation of the voice response system, service agent information pertaining to a service agent station associated with the client;

receiving data from the client at the server, wherein the data comprises at least one response to the request; and

converting the data into numeric values.

8.   **(Previously presented)** The method of Claim 6, wherein receiving the service agent information comprises:

establishing communication between the client and a network-based feedback system;

requesting, through operation of the network-based feedback system, service agent information pertaining to a service agent station associated with the client;

receiving data from the network-based system in response to the request; and

converting the data into numeric values.

9.   **(Original)** The method of Claim 6, wherein updating a skills table comprises:

associating the service agent information to the appropriate service agent record in the skills table; and

updating at least one service agent record associated with the service agent information.

10.   **(Original)**   The method of Claim 6, wherein service agent information comprises information received from a supervisor workstation.

11.   **(Original)**   The method of Claim 6, wherein communicating the skills table to a switch is in response to a request from the switch.

12.   **(Original)**   The method of Claim 6, wherein communicating the skills table to a switch comprises communicating a subset of the skills table from the server to the switch.

13.   **(Original)**   The method of Claim 6, wherein the switch comprises an automatic call distributor.

14.   **(Currently amended)** Software for skills-based routing of a communication session received at a switch, the software being embodied in a computer-readable medium and when executed by a computer operable to:

receive a request to establish a communication session between a client and a service agent station;

generate a profile of the communication session in response to the request, wherein the profile of the communication session comprises at least two attributes;

compare the profile of the communication session to a skills table, wherein the skills table includes a plurality of service agent records, each service agent record associating one of a service agent station with one or more skill entries;

identify, based **on the** ~~on a the~~ comparison of the profile and the skills table, a subset of the **service agent records** ~~skill entries~~ included in the skills table**, wherein the subset contains a plurality of service agent records**;

generate **an ordered list** ~~a list~~ of service agent records by applying one or more arithmetic algorithms to **skill entries associated with** the subset of **service agent records** ~~skill entries~~; and

select ~~the optimal service~~ **a service** agent station **associated with a first service agent record in the ordered list** ~~in response to comparing the profile of the communication session to the skills table~~.

15.   **(Previously presented)** The software of Claim 14, wherein comparing the profile of the communication session to a skills table comprises:

applying one or more arithmetic algorithms to a plurality of attributes included in the profile to generate a plurality of modified attributes; and

comparing the modified attributes to the skills table.

16.   **(Previously presented)** Software for dynamically updating a skills table with qualitative and quantitative data, the software being embodied in a computer-readable medium and when executed by a computer operable to:

receive service agent information from a client, the service agent information pertaining to a service agent station associated with the client;

store the service agent information on a server;

update a skills table utilizing the service agent information, wherein the skills table associates each service agent station to a plurality of skill entries in a service agent record; and

communicate the skills table to the switch.

17.   **(Original)**   The software of Claim 16, wherein updating a skills table comprises:

associating the service agent information to the appropriate service agent record in the skills table; and

updating at least one service agent record associated with the service agent information.

18.   **(Previously presented)** A server, comprising:

an interface operable to communicate with a network, the interface further operable to receive service agent information from a client, the service agent information pertaining to a service agent station associated with the client, and the interface further operable to communicate a skills table to a switch, wherein the skills table associates each service agent station to a plurality of skill entries in a service agent record;

a processing module coupled to the interface, the processing module operable to update the skills table utilizing the service agent information; and

a storage medium coupled to the processing module, the storage medium operable to store service agent information, the storage medium further operable to store the skills table.

19.   **(Original)** The server of Claim 18, wherein operable to update the skills table comprises:

operable to associate the service agent information to the appropriate service agent record in the skills table; and

further operable to update at least one service agent record associated with the service agent information.

20.   (**Currently amended**) A server, comprising:

an interface operable to communicate with a network, the interface further operable to receive a request to establish a communication session between a client and one of a plurality of service agent stations;

a processing module coupled to the interface, the processing module operable to:

generate a profile of the communication session in response to the request, wherein the profile of the communication session comprises at least two attributes;

compare the profile of the communication session to a skills table, wherein the skills table includes a plurality of service agent records, each service agent record associating a service agent with one or more skill entries;

identify, based on the comparison of the profile and the skills table, a subset of the **service agent records** ~~skill entries~~ included in the skills table**, wherein the subset contains a plurality of service agent records**;

generate **an ordered list** ~~a list~~ of service agent records by applying one or more arithmetic algorithms to **skill entries associated with** the subset of **service agent records** ~~skill entries~~; and

select **a service agent station associated with a first service agent record in the ordered list** ~~one of the service agent stations from the list~~; and

a storage medium coupled to the processing module, the storage medium operable to store the skills table.

21.   (**Previously presented**) The server of Claim 20, wherein operable to compare the profile of the communication session to a skills table by:

applying one or more arithmetic algorithms to a plurality of attributes included in the profile to generate a plurality of modified attributes; and

comparing the modified attributes to the skills table.